UNITED STATES DEPARTMENT OF COMMERCE United States Patent and Trademark Office Address: COMMISSIONER FOR PATENTS P. D. Bey 1459

P O Box 1450 Alexandria, Virgima 22313-1450

NOTICE OF ALLOWANCE AND FEE(S) DUE

LEE & HAYES PLLC

10/30/2008

EXAMINER CHANKONG, DOHM

ART UNIT PAPER NUMBER

601 W Riverside Avenue Suite 1400 SPOKANE, WA 99201

DATE MAILED: 10/30/2008

ſ	APPLICATION NO. FILING DATE		FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
_	10/722.181	11/24/2003	Tad Dennis Brockway	MS1-1787US	7006

TITLE OF INVENTION: SEAMLESS DISCOVERY OF WORKSTATION-INSTALLED REMOTE APPLICATIONS FROM AN EXTRANET

APPLN. TYPE	SMALL ENTITY	ISSUE FEE DUE	PUBLICATION FEE DUE	PREV. PAID ISSUE FEE	TOTAL FEE(S) DUE	DATE DUE
nonprovisional	NO	\$1510	\$300	\$0	\$1810	01/30/2009

THE APPLICATION IDENTIFIED ABOVE HAS BEEN EXAMINED AND IS ALLOWED FOR ISSUANCE AS A PATENT. PROSECUTION ON THE MERITS IS CLOSED. THIS NOTICE OF ALLOWANCE IS NOT A GRANT OF PATENT RIGHTS. THIS APPLICATION IS SUBJECT TO WITHDRAWAL FROM ISSUE AT THE INITIATIVE OF THE OFFICE OR UPON PETITION BY THE APPLICANT. SEE 37 CFR 1.313 AND MPEP 1308.

THE ISSUE FEE AND PUBLICATION FEE (IF REQUIRED) MUST BE PAID WITHIN THREE MONTHS FROM THE MAILING DATE OF THIS NOTICE OR THIS APPLICATION SHALL BE REGARDED AS ABANDONED. THIS STATUTORY PERIOD CANNOT BE EXTENDED. SEE 35 U.S.C. 151. THE ISSUE FEE DUE INDICATED ABOVE DOES NOT REFLECT A CREDIT FOR ANY PREVIOUSLY PAID ISSUE FEE IN THIS APPLICATION. IF AN ISSUE FEE HAS PREVIOUSLY BEEN PAID IN THIS APPLICATION (AS SHOWN ABOVE), THE RETURN OF PART B OF THIS FORM WILL BE CONSIDERED A REQUEST TO REAPPLY THE PREVIOUSLY PAID ISSUE FEE TOWARD THE ISSUE FEE NOW DUE.

HOW TO REPLY TO THIS NOTICE:

I. Review the SMALL ENTITY status shown above.

If the SMALL ENTITY is shown as YES, verify your current SMALL ENTITY status:

A. If the status is the same, pay the TOTAL FEE(S) DUE shown above.

B. If the status above is to be removed, check box 5b on Part B - Fee(s) Transmittal and pay the PUBLICATION FEE (if required) and twice the amount of the ISSUE FEE shown above, or

If the SMALL ENTITY is shown as NO:

A. Pay TOTAL FEE(S) DUE shown above, or

B. If applicant claimed SMALL ENTITY status before, or is now claiming SMALL ENTITY status, check box 5a on Part B - Fee(s) Transmittal and pay the PUBLICATION FEE (if required) and 1/2 the ISSUE FEE shown above.

II. PART B - FEE(S) TRANSMITTAL, or its equivalent, must be completed and returned to the United States Patent and Trademark Office (USPTO) with your ISSUE FEE and PUBLICATION FEE (if required). If you are charging the fee(s) to your deposit account, section "4b" of Part B - Fee(s) Transmittal should be completed and an extra copy of the form should be submitted. If an equivalent of Part B is filed, a request to reapply a previously paid issue fee must be clearly made, and delays in processing may occur due to the difficulty in recognizing the paper as an equivalent of Part B.

III. All communications regarding this application must give the application number. Please direct all communications prior to issuance to Mail Stop ISSUE FEE unless advised to the contrary.

IMPORTANT REMINDER: Utility patents issuing on applications filed on or after Dec. 12, 1980 may require payment of maintenance fees. It is patentee's responsibility to ensure timely payment of maintenance fees when due.

PART B - FEE(S) TRANSMITTAL

Complete and send this form, together with applicable fee(s), to: Mail Commissioner for Patents P.O. Box 1450 Alexandria, Virginia 22313-1450

or Fax (571)-273-2885

INSTRUCTIONS: This form should be used for transmitting the ISSUE FEE and PUBLICATION FEE (if required). Blocks 1 through 5 should be completed where

appropriate. All further indicated unless corrects maintenance fee notifica	correspondence includir ed below or directed oth	ng the Patent, advance of nerwise in Block 1, by (orders and notification of (a) specifying a new corr	maintenance fees v espondence address	vill be and/o	mailed to the current r (b) indicating a sepa	correspondence address as arate "FEE ADDRESS" for
	ENCE ADDRESS (Note: Use Bi	ock 1 for any change of address)	Da	pers. Each additions	l paper	g can only be used for ficate cannot be used for the such as an assignmental iling or transmission.	or domestic mailings of the for any other accompanying ent or formal drawing, must
LEE & HAYE 601 W Riverside Suite 1400	e Avenue	/2008		Ces	tificat	e of Mailing or Trans	mission g deposited with the United st class mail in an envelope above, or being facsimile ate indicated below.
SPOKANE, WA	1 99201						(Depositor's name)
			_				(Signature)
			L		_		(Date)
APPLICATION NO.	FILING DATE		FIRST NAMED INVENTO	R	ATTC	RNEY DOCKET NO.	CONFIRMATION NO.
10/722,181 TITLE OF INVENTION	11/24/2003 SEAMLESS DISCOVI	ERY OF WORKSTATIO	Tad Dennis Brockway ON-INSTALLED REMO	TE APPLICATION		MSI-1787US M AN EXTRANET	7006
APPLN, TYPE	SMALL ENTITY	ISSUE FEE DUE	PUBLICATION FEE DUE	PREV. PAID ISSU	E FEE	TOTAL FEE(S) DUE	DATE DUE
nonprovisional	NO	\$1510	\$300	\$0		\$1810	01/30/2009
EXAM	IINER	ART UNIT	CLASS-SUBCLASS	7			
CHANKON	NG, DOHM	2452	709-200000	_			
"Fee Address" ind PTO/SB/47; Rev 03-0 Number is required. 3. ASSIGNEE NAME A	ondence address (or Cha 3/122) attached. ication (or "Fee Address 12 or more recent) attach ND RESIDENCE DAT/ less an assignee is ident h in 37 CFR 3.11. Comp	nge of Correspondence "Indication form ed. Use of a Customer A TO BE PRINTED ON	2. For printing on the (1) the names of up or agents OR, alterna (2) the name of a sin registered attorney or 2 registered patent au listed, no name will b THE PATENT (print or t e data will appear on the)7 a substitute for filing a (B) RESIDENCE: (CIT	o 3 registered pater ively, gle firm (having as a agent) and the nam orneys or agents. If e printed. ype) patent. If an assign a assignment.	memb es of u no nan	per a 2pp to	ocument has been filed for
Please check the appropr							oup entity Government
4a. The following fee(s) Issue Fee Publication Fee (N Advance Order -	vo small entity discount p		b. Payment of Fee(s): (Plo A check is enclosed. Payment by credit c. The Director is hereloverpayment, to Dep	ard. Form PTO-2038 ov authorized to cha	is att	ached. required fee(s), any de	
	s SMALL ENTITY state	is. See 37 CFR 1.27.	☐ b. Applicant is no lo				
NOTE: The Issue Fee an interest as shown by the	d Publication Fee (if req records of the United Sta	uired) will not be accepte tes Patent and Trademar.	ed from anyone other than k Office.	the applicant; a reg	stered	attorney or agent; or the	ne assignee or other party in
Authorized Signature				Date			
Typed or printed nam			Registration N				
This collection of inform an application. Confiden submitting the completes this form and/or suggests Box 1450, Alexandria, V Alexandria, Virginia 223	nation is required by 37 C tiality is governed by 35 d application form to the ions for reducing this but 'irginia 22313-1450. DC t13-1450.	FR 1.311. The informati U.S.C. 122 and 37 CFR USPTO. Time will var den, should be sent to to NOT SEND FEES OR	ion is required to obtain or 2.1.14. This collection is e by depending upon the indu- the Chief Information Offic COMPLETED FORMS	retain a benefit by stimated to take 12 stividual case. Any co cer, U.S. Patent and FO THIS ADDRESS	he pub minute ommen Trader S. SEN	lic which is to file (and s to complete, including ts on the amount of ti- mark Office, U.S. Dep D TO: Commissioner	d by the USPTO to process) ng gathering, preparing, and me you require to complete artment of Commerce, P.O. for Patents, P.O. Box 1450,

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number.



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE United States Patent and Trademark Office Address: COMMISSIONER FOR PATENTS

P O Box 1450 Alexandria, Virgima 22313-1450 www.uspto.gov

APPLICATION NO.	FILING DATE		FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.	
10/722,181	10/722,181 11/24/2003		Tad Dennis Brockway	MS1-1787US	7006	
22801	7590 10/	0/2008		EXAMINER		
LEE & HAYE	S PLLC	CHANKONG, DOHM				
601 W Riverside	Avenue	ART UNIT	PAPER NUMBER			
Suite 1400 SPOKANE, WA	99201			2452 DATE MAII ED: 10/30/200	8	

Determination of Patent Term Adjustment under 35 U.S.C. 154 (b)

(application filed on or after May 29, 2000)

The Patent Term Adjustment to date is 0 day(s). If the issue fee is paid on the date that is three months after the mailing date of this notice and the patent issues on the Tuesday before the date that is 28 weeks (six and a half months) after the mailing date of this notice, the Patent Term Adjustment will be 0 day(s).

If a Continued Prosecution Application (CPA) was filed in the above-identified application, the filing date that determines Patent Term Adjustment is the filing date of the most recent CPA.

Applicant will be able to obtain more detailed information by accessing the Patent Application Information Retrieval (PAIR) WEB site (http://pair.uspto.gov).

Any questions regarding the Patent Term Extension or Adjustment determination should be directed to the Office of Patent Legal Administration at (571)-272-7702. Questions relating to issue and publication fee payments should be directed to the Customer Service Center of the Office of Patent Publication at 1-(888)-786-0101 or (571)-272-4200.

Application No. Applicant(s) 10/722,181 BROCKWAY ET AL Notice of Allowability Examiner Art Unit DOHM CHANKONG 2452 -- The MAILING DATE of this communication appears on the cover sheet with the correspondence address--All claims being allowable, PROSECUTION ON THE MERITS IS (OR REMAINS) CLOSED in this application. If not included herewith (or previously mailed), a Notice of Allowance (PTOL-85) or other appropriate communication will be mailed in due course. THIS NOTICE OF ALLOWABILITY IS NOT A GRANT OF PATENT RIGHTS. This application is subject to withdrawal from issue at the initiative of the Office or upon petition by the applicant. See 37 CFR 1.313 and MPEP 1308. 1. This communication is responsive to Applicant's amendment, filed on 7/16/2008. 2. The allowed claim(s) is/are 1,2,5-8,11-14,17-20,23 and 24. 3. Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f). a) \square All b) ☐ Some* c) ☐ None of the: 1. T Certified copies of the priority documents have been received. 2. Certified copies of the priority documents have been received in Application No. 3. Copies of the certified copies of the priority documents have been received in this national stage application from the International Bureau (PCT Rule 17.2(a)). * Certified copies not received: _____. Applicant has THREE MONTHS FROM THE "MAILING DATE" of this communication to file a reply complying with the requirements noted below. Failure to timely comply will result in ABANDONMENT of this application. THIS THREE-MONTH PERIOD IS NOT EXTENDABLE. 4. A SUBSTITUTE OATH OR DECLARATION must be submitted. Note the attached EXAMINER'S AMENDMENT or NOTICE OF INFORMAL PATENT APPLICATION (PTO-152) which gives reason(s) why the oath or declaration is deficient. CORRECTED DRAWINGS (as "replacement sheets") must be submitted. (a) Including changes required by the Notice of Draftsperson's Patent Drawing Review (PTO-948) attached 1) hereto or 2) to Paper No./Mail Date (b) including changes required by the attached Examiner's Amendment / Comment or in the Office action of Identifying indicia such as the application number (see 37 CFR 1.84(c)) should be written on the drawings in the front (not the back) of each sheet. Replacement sheet(s) should be labeled as such in the header according to 37 CFR 1.121(d). 6. DEPOSIT OF and/or INFORMATION about the deposit of BIOLOGICAL MATERIAL must be submitted. Note the attached Examiner's comment regarding REQUIREMENT FOR THE DEPOSIT OF BIOLOGICAL MATERIAL. Attachment(s) 1. Notice of References Cited (PTO-892) 5. Notice of Informal Patent Application 2. Notice of Draftperson's Patent Drawing Review (PTO-948) Interview Summary (PTO-413), Paper No./Mail Date 3. Information Disclosure Statements (PTO/SB/08), 7. X Examiner's Amendment/Comment Paper No./Mail Date 4. ☐ Examiner's Comment Regarding Requirement for Deposit 8. X Examiner's Statement of Reasons for Allowance of Biological Material Other . /Dohm Chankong/ Primary Examiner, Art Unit 2452

EXAMINER'S AMENDMENT

1. Claims 1-2, 5-8, 11-14, 17-20, and 23-24 are presented for further examination.

2. An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be submitted no later than the payment of the issue fee.

Authorization for this examiner's amendment was given in a telephone interview with Jason Lindh on 10/27/2008.

The application has been amended as follows:

Claim 1 (Currently Amended): A method implemented at least in part by a computing device for enumerating applications by a remote client computer, the applications being deployed in an Intranet, the remote client computer being external to the Intranet, the method comprising:

sending a remote application discovery request from the remote client computer to a Web service using simple object access protocol (SOAP), the Web service being deployed on a remote applications publication (RAP) Web server in the Intranet, the remote application discovery request being sent to the Web service by the remote client computer via a public network coupling the remote client computer to the Web server; and

responsive to the sending, receiving a discovery response from the Web service, the discovery response identifying an aggregate list of remote applications across multiple accessor

Art Unit: 2452

modules installed on the Intranet for terminal server (TS) based access by a user of the remote client computer, wherein the multiple accessor modules comprise:

a System Management Server (SMS) accessor, wherein the SMS accessor sends a get application request to a System Management Server (SMS) having a domain. wherein, upon receiving the get application request, the SMS evaluates whether the remote client computer is associated with any applications deployed within the domain of the SMS:

if the remote client computer is associated with at least an application, the SMS sends a get application response to the SMS accessor, wherein the get application response identifies the associated application and the an associated application installation point;

a Directory Service Accessor (DSA), wherein the DSA sends a get application request to a directory service, wherein the directory service, responsive to receiving the get application request, evaluates an installed application-to-user mapping to determine whether the remote client computer is associated with installed applications, wherein, upon completion of the evaluation, the directory service sends an evaluation and any respective installation point of any associated installed application to the Web service; and

a Personal Computer (PC) accessor, wherein the PC accessor identifies an Intranet address of the office computer assigned to a user associated with the remote client computer and sends a get resource request to directory service, wherein the get resource request indicates a corporate identity of the user, the directory service, responsive to

Art Unit: 2452

receiving the get application request, communicates the network Intranet address of the office computer to the PC accessor.

Claim 7 (Currently Amended): A computer-readable storage medium comprising computerexecutable instructions for enumerating applications by a remote client computer, the applications being deployed in an Intranet, the remote client computer being external to the Intranet, the computer-executable instructions comprising instructions for:

sending a remote application discovery request from the remote client computer to a Web service using simple object access protocol (SOAP), the Web service being deployed on a remote applications publication (RAP) Web server in the Intranet, the remote application discovery request being sent to the Web service by the remote client computer via a public network coupling the remote client computer to the Web server; and

responsive to the sending, receiving a discovery response from the Web service, the discovery response identifying an aggregate list of remote applications across multiple accessor modules installed on the Intranet for terminal server (TS) based access by a user of the remote client computer, wherein the multiple accessor modules comprise:

a System Management Server (SMS) accessor, wherein the SMS accessor sends a get application request to a System Management Server (SMS) having a domain, wherein, upon receiving the get application request, the SMS evaluates whether the remote client computer is associated with any applications deployed within the domain of the SMS:

Art Unit: 2452

if the remote client computer is associated with at least an application, the SMS sends a get application response to the SMS accessor, wherein the get application response identifies the associated application and the an associated application installation point:

a Directory Service Accessor (DSA), wherein the DSA sends a get application request to a directory service, wherein the directory service, responsive to receiving the get application request, evaluates an installed application-to-user mapping to determine whether the remote client computer is associated with installed applications, wherein, upon completion of the evaluation, the directory service sends an evaluation and any respective installation point of any associated installed application to the Web service; and

a Personal Computer (PC) accessor, wherein the PC accessor identifies an Intranet address of the office computer assigned to a user associated with the remote client computer and sends a get resource request to directory service, wherein the get resource request indicates a corporate identity of the user, the directory service, responsive to receiving the get application request, communicates the network Intranet address of the office computer to the PC accessor.

Claim 8 (Currently Amended): A computer-readable storage medium as recited in claim 7, wherein the instructions for sending and receiving are independent of a Virtual Private Network connection between the remote client computer and the Intranet.

Art Unit: 2452

Claim 11. (Currently Amended) A computer-readable storage medium as recited in claim 7, wherein the computer-executable instructions further comprise, responsive to receiving the discovery response from the Web service, instructions for presenting respective shortcuts to the user, each shortcut corresponding to an individual one of remote applications identified in the discovery response, each shortcut being selectable by the user to invoke a terminal service, the terminal service executing a corresponding remote application on an associated installation point on the Intranet.

12. (Original) A computer-readable storage medium as recited in claim 11, wherein the shortcuts represent a merged view of the remote applications, the merged view being independent of respective ones of one or more installations points on the Intranet.

Claim 13 (Currently Amended): A remote client computer for enumerating applications deployed in an Intranet, the remote client computer being deployed external to the Intranet, the remote client computer comprising:

a processor; and

a memory coupled to the processor, the memory comprising computer-program instructions executable by the processor and comprising instructions for:

sending a remote application discovery request from the remote client computer to a Web service using simple object access protocol (SOAP), the Web service being deployed on a remote applications publication (RAP) Web server in the Intranet, the remote application

Art Unit: 2452

discovery request being sent to the Web service by the remote client computer via a public network coupling the remote client computer to the Web server; and

responsive to the sending, receiving a discovery response from the Web service, the discovery response identifying an aggregate list of remote applications across multiple accessor modules installed on the Intranet for terminal server (TS) based access by a user of the remote client computer, wherein the multiple accessor modules comprise:

a System Management Server (SMS) accessor, wherein the SMS accessor sends a get application request to a System Management Server (SMS) having a domain, wherein, upon receiving the get application request, the SMS evaluates whether the remote client computer is associated with any applications deployed within the domain of the SMS:

if the remote client computer is associated with at least an application, the SMS sends a get application response to the SMS accessor, wherein the get application response identifies the associated application and the an associated application installation point;

a Directory Service Accessor (DSA), wherein the DSA sends a get application request to a directory service, wherein the directory service, responsive to receiving the get application request, evaluates an installed application-to-user mapping to determine whether the remote client computer is associated with installed applications, wherein, upon completion of the evaluation, the directory service sends an evaluation and any respective installation point of any associated installed application to the Web service; and

Art Unit: 2452

a Personal Computer (PC) accessor, wherein the PC accessor identifies an Intranet address of the office computer assigned to a user associated with the remote client computer and sends a get resource request to directory service, wherein the get resource request indicates a corporate identity of the user, the directory service, responsive to receiving the get application request, communicates the network Intranet address of the office computer to the PC accessor.

Claim 19 (Currently amended): A remote client computer for enumerating applications deployed in an Intranet, the remote client computer being deployed external to the Intranet, the remote client computer comput

means for sending a remote application discovery request from the remote client computer to a Web service using simple object access protocol (SOAP), the Web service being deployed on a remote applications publication (RAP) Web server in the Intranet, the remote application discovery request being sent to the Web service by the remote client computer via a public network coupling the remote client computer to the Web server, and

means for responsive to the sending, receiving a discovery response from the Web service, the discovery response identifying an aggregate list of remote applications across multiple accessor modules installed on the Intranet for terminal server (TS) based access by a user of the remote client computer, wherein the multiple accessor modules comprise:

a System Management Server (SMS) accessor, wherein the SMS accessor sends a get application request to a System Management Server (SMS) having a domain, wherein, upon receiving the get application request, the SMS evaluates whether the

remote client computer is associated with any applications deployed within the domain of the SMS:

if the remote client computer is associated with at least an application, the SMS sends a get application response to the SMS accessor, wherein the get application response identifies the associated application and the an associated application installation point;

a Directory Service Accessor (DSA), wherein the DSA sends a get application request to a directory service, wherein the directory service, responsive to receiving the get application request, evaluates an installed application-to-user mapping to determine whether the remote client computer is associated with installed applications, wherein, upon completion of the evaluation, the directory service sends an evaluation and any respective installation point of any associated installed application to the Web service; and

a Personal Computer (PC) accessor, wherein the PC accessor identifies an Intranet address of the office computer assigned to a user associated with the remote client computer and sends a get resource request to directory service, wherein the get resource request indicates a corporate identity of the user, the directory service, responsive to receiving the get application request, communicates the network Intranet address of the office computer to the PC accessor.

4. The following is an examiner's statement of reasons for allowance:

Claims 1, 7, 13, and 19 distinguish themselves over the prior art by delineating a method,

Art Unit: 2452

storage medium or remote client computer for discovering and aggregating various remote applications from an Intranet and associated with the client computer using specific modules to access the application sources. The claims state the need for three separate modules used for accessing three different elements in the Intranet where the elements provide information regarding whether the remote client is associated with any applications in the domain of a server management server, installed applications of the Intranet, and whether the client is associated with an Intranet address of an office computer and where the information is culled from different sources in the Intranet. Other important feature of the claim is the sending of associated application installation points. Based on the combination of these claimed features, the claims show a patentable distinction over the prior art. Furthermore, there is no indication from the prior art that it would have been obvious to discover and aggregate remote applications using at least the three specific and separate modules in the fashion presented in the independent claims. Claims 2, 5, 6, 8, 11, 12, 14, 17, 18, 20, and 23-24 are allowed based on their dependence on the independent claims.

Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."

Conclusion

The prior art made of record and not relied upon is considered pertinent to applicant's disclosure:

Application/Control Number: 10/722,181 Art Unit: 2452

DeBettencourt et al, US 6279001;

Slaughter et al, US 6898618;

Slaughter et al, US 6970869;

Belfiore et al, US 6990514;

Dyla et al, US Publication 2002|0116454;

Fletcher et al, US Publication 2003|0135628;

Sturtevant et al, US 7072936;

Wookey et al, US 7240109;

Harjanto, US 7296022.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to DOHM CHANKONG whose telephone number is (571)272-3942. The examiner can normally be reached on Monday-Friday [8:30 AM to 4:30 PM].

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Bunjob Jaroenchonwanit can be reached on 571.272.3913. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Application/Control Number: 10/722,181 Page 12

Art Unit: 2452

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/Dohm Chankong/ Primary Examiner, Art Unit 2452